

SECTION C-20

PERFORMANCE REQUIREMENTS DOCUMENT

(Provost Marshal Support Services)

C-20. Provost Marshal Support Services—Description of Services.**C-20.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Public Safety Office, Provost Marshal Support Services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities, and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-20.4 Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-20.2. Summary of Expectations.

The Service Provider shall provide timely and accurate Reports and Analysis support, a visible and effective Crime Prevention Program, and operate/maintain a Local Area Network (LAN) and associated automation functions in support of the Fort Sam Houston Provost Marshal office. The Service Provider shall use the Military Police Management Information System (MPMIS) and its component systems. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in Section C-20.4, Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified as least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal operating hours for Provost Marshal Support services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

C-20.3. Services Performed.**C-20.3.1. The Service Provider shall provide Reports and Analysis support services.**

C-20.3.1.1. *The Service Provider shall prepare and process Military Police Reports (MPR), DA FORM 3975. The Service Provider shall prepare the MPR. This involves receiving the draft MPR from the desk sergeant; reviewing the draft for errors; completing all necessary forms to include but not limited to DA Form 4833 and DA Form 2804; coordinating with originating officer; obtaining Government Official's signature; and making copies and distributing to units/parties as needed and the crime record center if required. The Service Provider shall provide copies of MPR report when requested and ensure irrelevant personal data is blocked out prior to release. MPR's will be destroyed once they become five (5) years old. The Service Provider shall process DA Form 4833 when required in conjunction with MPR's. This includes ensuring members commander is notified in writing; a response is received and added to the case file to close out the case.*

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C-20.3.1.2. *The Service Provider shall process records check requests.* The Service Provider shall validate an individual's past criminal history using available computer systems and local records to ensure a thorough check of civilian and military resources. Obtain the Provost Marshal or designated representative signature and respond to requestor. Requests for records checks can be initiated by any military, state, or federal agency.

C-20.3.1.3. *Service Provider shall prepare/maintain Fort Sam Houston suspension/revocation and bar actions.* The Service Provider shall prepare suspension/revocation letter, create the necessary files and input required data into the computer system. The Service Provider shall maintain file/list of suspension/revocation, bar, and reversal actions. This includes deleting files and data stored on computer systems when no longer valid or required.

C-20.3.1.4. *The Service Provider shall coordinate with law enforcement agencies and the Staff Judge Advocate Office on incident reports involving soldiers within the FSH Area of Responsibility (AOR).* The Service Provider shall obtain incident reports from law enforcement agencies that involve a soldier within the FSH AOR and distribute the reports as required. The Service Provider shall work as a liaison with the Staff Judge Advocate Office by providing reports and documentation as requested and answering questions.

C-20.3.1.5. *The Service Provider shall complete Victim and Witness Assistance Reports and Sexual Misconduct Reports.* The Service Provider shall complete quarterly DD Form 2706, Victim and Witness Assistance Report, and monthly FSH Form 243*E, Sexual Misconduct.

C-20.3.1.6. *The Service Provider shall prepare the Law Enforcement Discipline Report (DA Form 2819).* The Service Provider shall compile necessary data and complete DA Form 2819 monthly and submit to the FSH Garrison Provost Marshal. The Service Provider shall consolidate monthly reports, and submit to the FSH Garrison Provost Marshal, quarterly DA Form 2819's in addition to the monthly reports.

C-20.3.2. The Service Provider shall establish and maintain the Fort Sam Houston Crime Prevention Program.

C-20.3.2.1. *The Service Provider shall provide Crime Prevention Education to Fort Sam Houston personnel.* The Service Provider shall develop and implement a Crime Prevention Education Program that reaches the Fort Sam Houston community. This includes but is not limited to providing Crime Prevention articles for the post newspaper, briefing Fort Sam Houston units and/or personnel on Crime Prevention, and participating in the Fort Sam Houston Newcomers Extravaganza. The Government will notify the Service Provider of scheduled briefings and Newcomers Extravanzas. The Service Provider shall obtain Government approval for all briefings and proposed agendas for the Newcomers Extravaganza.

C-20.3.2.2. *The Service Provider shall develop crime trends and patterns.* The Service Provider shall develop crime trends and patterns pertaining to repeated incidents of crime affecting Fort Sam Houston and/or Fort Sam Houston personnel. Data collection will be accomplished by attending daily blotter reviews and analyzing incidents identified in the blotter.

C-20.3.3. The Service Provider shall prepare the National Incident Based Reporting System (NIBRS) Report, Defense Incident Based Reporting System (DIBRS) Report and provide crime data.

The Service Provider shall prepare the NIBRS monthly and submit to Headquarters Army (HQDA). Data will be compiled from the Military Police Management Information System (MPMIS) database and submitted per HQDA guidance. The Service Provider shall compile and organize crime data as requested. This includes writing SQL programs and using existing queries to obtain data in the MPMIS database, retrieving data from other automated sources and local records, creating reports, charts, and graphs, and providing data to requestor.

C-20.3.4. The Service Provider shall maintain and manage the MPMIS database.

C-20.3.4.1. *The Service Provider shall perform routine MPMIS database maintenance.* The Service Provider shall review cases input into the MPMIS database daily for errors, correct all errors, delete cases over five (5) years old and perform MPMIS database backup. Tasks also include deleting relation files, refreshing Data Query (DQRY) program data and archiving files as needed.

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C-20.3.4.2. *The Service Provider shall correct all MPMIS database problems.* The Service Provider shall diagnose and isolate any MPMIS database problem identified, take the steps necessary to correct the problem and report to HQDA the problem and corrective action taken.

C-20.3.4.3. *The Service Provider shall train Military Police personnel on MPMIS database procedures.* The Service Provider shall develop and update training plans, conduct MPMIS database training, and document completed training for Military Police personnel. The Government will provide the Service Provider individual names and availability for training.

C-20.3.5. The Service Provider shall manage the Texas Law Enforcement Telecommunications System (TLETS) on Fort Sam Houston.

C-20.3.5.1. *The Service Provider shall maintain/update TLETS connectivity/emulation software and files and correct interface problems with TLETS.* The Service Provider shall update connectivity/emulation as required. The Service Provider shall validate the TLETS files identifying any thefts, losses, or recoveries, and missing persons and report validation to Texas Department of Safety as outlined in by TLETS/NCIC guidance. The Service Provider shall perform preventive maintenance, diagnose and correct any problems identified with TLETS interface. TLETS files will be maintained and updated to meet requirements set by the Texas Crime Information Center (TCIC) and the National Crime Information Center (NCIC).

C-20.3.5.2. *The Service Provider shall train and certify Military Police personnel on the use of TLETS.* The Service Provider shall conduct training and certification, and document certification per TCIC guidelines.

C-20.3.6. The Service Provider shall maintain the Digital Recording Device (DRD) and make copies of tapes as requested.

C-20.3.6.1. *The Service Provider shall add and delete users access to DRD operation and ensure users have the appropriate access level.*

C-20.3.6.2. *The Service Provider shall install new tapes to the DRD as required.* The Service Provider shall remove the old tape, label the tape, place old tape in storage, and install new formatted tape.

C-20.3.6.3. *The Service Provider shall make copies of specific conversations recorded on the DRD.* The Service Provider shall locate the appropriate tape, locate the specific conversation requested, and make copy of conversation. The Government will notify the Service Provider of request and provide available information to help locate the requested conversation.

C-20.3.7. The Service Provider shall maintain and administer the Advantor Alarm System.

C-20.3.7.1. *The Service Provider shall develop and update drawings/maps in the Advantor database.* The Service Provider shall develop and update drawings/maps in the Advantor database for all alarmed facilities. The drawings/maps will include location of all alarms. The Service Provider shall delete drawings/maps that are obsolete.

C-20.3.7.2. *The Service Provider shall create and update dispatch information checklists in the Advantor database.* The Service Provider shall input and update dispatch checklists in the Advantor database identifying response procedures, special actions to be taken, and personnel to notify for each individual alarm activation.

C-20.3.7.3. *The Service Provider shall develop and update building access roster and POC listing in the Advantor database.* The Service Provider shall ensure the Advantor database reflects current information pertaining to building access rosters and building POC's.

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- C-20.3.7.4. *The Service Provider shall activate and deactivate Advantor alarms.* The Service Provider shall ensure Advantor alarms are deactivated prior to repair and activated when repairs are completed or new alarms installed.
- C-20.3.7.5. *The Service Provider shall create Real-Time and Historical reports from the Advantor database.* The Service Provider shall write SQL programs or use/modify existing programs to obtain real-time and/or historical reports as required. The Service Provider shall ensure the accuracy of all data provided.
- C-20.3.7.6. *The Service Provider shall train Military Police personnel on Advantor System operations and procedures.* The Service Provider shall develop and update a training plan, conduct training and certification, and document all training and certification completed. The Government will notify the Service Provider of training requirements.

C-20.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Provost Marshal Support)

TECHNICAL EXHIBITS

C-20.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-20.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-20.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-20.4.1.2. Lists the service to be performed.

C-20.4.1.3. Lists the standard of performance for each specific service.

C-20.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-20.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-20.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-20.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-20.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-20.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-20.4.2.4. Customer complaints.

C-20.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-20.3.1.1.	The Service Provider shall prepare and process Military Police Reports (MPR), DA FORM 3975.	Military Police Reports completed and submitted error free for PM signature within 10 workdays	10 % Lot = MPRs processed per month	Random Sample
C-20.3.6.1	The Service Provider shall maintain/update TLETS connectivity/emulation software and files and correct interface problems with TLETS.	Operational 24 hours, 7 days a week	10% Lot = Hours per day	Random Sample

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C-20.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
None Applicable			

C-20.4.3. Technical Exhibit 3— Acronyms and Definitions.

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-20 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

AOR – Area of Responsibility
CRDR – Crime Records Data Repository
DIBRS – Defense Incident Based Reporting System
DPS – Directorate of Public Safety
DQRY – Data Query Program
DRD – Digital Recording Device
HQDA – Headquarters, Department of the Army
MP – Military Police
MPMIS – Military Police Management Information Systems
MPR – Military Police Reports
NCIC – National Crime Information Center
NIBRS – National Incident Based Reporting System
PMO – Provost Marshal Office
SQL – Structured Query Language
TCIC – Texas Crime Information Center
TLETS – Texas Law Enforcement Telecommunications System

DEFINITIONS

Area of Responsibility (AOR)

Counties south of and including Austin, Bastrop, Blanco, Chambers, Edwards, Fayette, Gillispie, Harris, Jefferson, Kerr, Lee, Travis, Val Verde, and southern half of Terrell county. Per AR 5-9, Table C-2.

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C-20.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-20 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-20. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
None Applicable		

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
None Applicable		

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 5-9	Intra Service Support Installation Area Coordination	Oct 98 Mandatory
AR 27-10	Military Justice	Jun 96 Mandatory
AR 27-20	Claims	Dec 97 Mandatory
AR 27-40	Litigation	Sep 94 Mandatory
AR 40-66	Medical Records And Quality Assurance Administration	Jul 92 Mandatory
AR 190-5	Motor Vehicle Traffic Supervision	Jul 88 Mandatory
AR 190-9	Military Absentee And Deserter Apprehension Program	Jul 92 Mandatory
AR 190-11	Physical Security Of Arms, Ammunition And Explosives	Sep 93 Mandatory
AR 190-22	Searches, Seizures, And Disposition Of Property	Jan 83 Mandatory
AR 190-27	Army Participation In National Crime Information Center	May 93 Mandatory

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Document	Publication Name	Date
AR 190-29	Misdemeanors And Uniform Violation Notices Referred To U.S. Magistrate Or District Courts	Mar 84 Mandatory
AR 190-30	Military Police Investigations	Jun 78 Mandatory
AR 190-40	Serious Incident Report	Nov 93 Mandatory
AR 190-45	Law Enforcement Reporting	Sep 88 Mandatory
AR 340-17	Release Of Information And Records From Army Files	Oct 82 Mandatory
AR 340-21-1	The Army Privacy Program-System Notices And Exemption Rules	Dec 85 Mandatory
AR 360-5	Public Information	May 89 Mandatory
AR 380-13	Acquisition And Storage Of Information Concerning Nonaffiliated Persons And Organizations	Sep 74 Mandatory
AR 380-380	Automation Security Program	Mar 85 Mandatory
AR 600-37	Unfavorable Information	Dec 86 Mandatory
AR 600-85	Alcohol And Drug Abuse Prevention And Control Program	Nov 86 Mandatory
DA MESSAGE R211625Z	Sexual Misconduct Guidance Report	Feb 97 Mandatory
DA MESSAGE R311149Z	Victim, Witness Program	Dec 96 Mandatory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 25-30	Consolidated Index Of Army Publications And Blank Forms	Jan 99 Advisory
DAP 25-51	Army Privacy Program	Sep 88 Mandatory

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Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSHR 40-3	Control Of Pets	Oct 97 Mandatory
FSHR 190-1	Juvenile Delinquency	Jun 98 Mandatory
FSHR 190-5	Motor Vehicle Traffic Code	Aug 93 Mandatory
FSHR 190-7	Control Of Privately Owned Weapons	Apr 95 Mandatory

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
None Applicable		

Table 4-7: Forms

Document	Publication Name	Date
DA Form 2804	Crime Records Data Reference	Dec 98
DA Form 2819	Law Enforcement And Discipline Report	May 88
DA Form 2823	Sworn Statement	Jul 72
DA Form 3881	Rights Warning Procedure/Waiver Certificate	Nov 89
DA Form 3946	Military Police Traffic Accident Report	Sep 73
DA Form 3975	Military Police Report	Dec 98
DA Form 3997	Military Police Desk Blotter	Dec 92
DA Form 4137	Evidence/Property Custody Document	Jul 76
DA Form 4254-R	Req For Pvt Medical Information	Nov 91
DA Form 4833	Commanders Report Of Disciplinary Or Administrative Action	Dec 98
DD Form 460	Provisional Pass	Mar 51
DD Form 629	Receipt For Prisoner Or Detained Person	Mar 58
DD Form 1408	Armed Forces Traffic Ticket	Dec 87
DD Form 1805	United States District Court Violation Notice	Sep 98
DD Form 2706	Annual Report On Victim/Witness Assistance	Dec 94
CSFS Form 304	Implied Consent	Mar 99
CSFS Form 394	Request For Network Access	May 99
CSFS Form 523	Military Police Interview	Jan 99
CSFS Form 4287	List Of File Numbers	Dec 98
CSFS Form 4288	Traffic Accident Legend	Jan 99
CSFS Form 4289	Tai Progress Report	Jan 99

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Document	Publication Name	Date
CSFS Form 4291	DWI Field Notes	Feb 99
CSFS Form 4292	Personal Property Record	Mar 99
CSFS Form 4296	Security Screening And Evaluation	Sep 99
FSH Form 243	Sexual Misconduct Report	Test
X.509	Certificate Request Form	Sep 97

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C-20.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

C-20.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-20.3.1.1	Number of MPR's prepared	2077
C-20.3.1.1	Number of MPR's copies provided	1549
C-20.3.1.1	Number of DA Form 4833's processed	783
C-20.3.1.1	Number of DA Form 2804's processed	609
C-20.3.1.2	Number of Records Checks processed	2667
C-20.3.1.3	Number of Suspension/Revocation actions processed	80
C-20.3.1.3	Number of Bar actions processed	49
C-20.3.1.3	Number of Suspension, Revocation, or Bar reversal actions processed	13
C-20.3.1.4	Number of incident reports obtained from outside agencies	44
C-20.3.1.4	Number of incident reports coordinated with SJA	222
C-20.3.1.5	Number of Victim & Witness Reports completed	4
C-20.3.1.5	Number of Sexual Misconduct Reports completed	12
C-20.3.1.6	DA Form 2819's prepared	12
C-20.3.1.6	Consolidated DA Form 2819's prepared	4
C-20.3.2.1	Number of Crime Prevention briefings conducted	18
C-20.3.2.1	Number of New Comers Extravaganza's attended	12
C-20.3.2.1	Number of Crime Prevention articles prepared	17
C-20.3.2.2	Number of crime trend/patterns developed	43
C-20.3.3	Number of reports and queries created showing crime data	19
C-20.3.4.1	Number of MPMIS maintenance actions completed	156
C-20.3.4.2	Number of MPMIS database problems resolved	264
C-20.3.4.3	Number of personnel trained on MPMIS	95
C-20.3.5.1	Number of TLETS validation reports submitted	12
C-20.3.5.1	Number of updates to TLETS files	22
C-20.3.5.2	Number of personnel trained on the use of TLETS	11
C-20.3.6.1	Number of DRD USERS added/deleted	12
C-20.3.6.2	Number of DRD tapes installed	12

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PRD Number	Work Count Title	Estimated Workload
C-20.3.6.3	Number of DRD conversations copied	12
C-20.3.7	Number of Alarmed zones/Protected areas	94
C-20.3.7.1	Number of drawings/maps developed or updated for ADVANTOR	60
C-20.3.7.2	Number of checklists developed or updated for ADVANTOR	85
C-20.3.7.3	Number of building access rosters and building POC lists developed or updated for ADVANTOR	1398
C-20.3.7.4	Number of ADVANTOR alarms activated/deactivated	2099
C-20.3.7.5	Number of ADVANTOR real-time and Historical reports created	147
C-20.3.7.6	Number of personnel trained on the use of the ADVANTOR system	36

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-20 of the PRD.

Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days/trip	FY 98	FY 99
C-20.3.6	Train the Trainer, Texas Law Enforcement Telecommunications System. Austin, TX.	5 / 1	1	
C-20.3.1.1	Police Reporting System. Ft. Leonardwood, MS.	5 / 1	1	

C-20.4.7. Technical Exhibit 7—Performance Summary Of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Providers QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-20.3.1.1.	The Service Provider shall prepare and process Military Police Reports (MPR), DA FORM 3975.	MPR copy provided to customer within 3 workdays of request	5 % Lot = customer requests per month
C-20.3.1.2	The Service Provider shall process records check requests.	Complete or forward Records Check within 3 workdays of request.	2 % Lot = request per 6 months
C-20.3.1.3	The Service Provider shall prepare/maintain Fort Sam Houston suspension/revocation and bar actions.	Completed suspension, revocation, or bar action within 3 workdays.	5% Lot = actions completed per month
C-20.3.7.3	The Service Provider shall make copies of specific conversations recorded on the DRD.	Provided DRD copy within 5 workdays	10% Lot = number of requests per year

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